Service Counselor 2- Refund

Tennessee Department of Treasury
To apply, submit your resume to: Treasury.Resumes@tn.gov

The Tennessee Department of Treasury impacts the lives of Tennesseans every day. Treasury is responsible for many of the financial operations of state government, including managing more than $50 billion in assets through its various investment programs. We administer the State's Retirement Program, Retire*Ready*TN, which combines the state pension plan, Tennessee Consolidated Retirement System, and the State's Deferred Compensation plan. Treasury serves all Tennesseans by helping to educate and empower them to make smart financial choices, and by providing public-serving programs in the areas of college savings, financial literacy, unclaimed property, criminal injuries compensation, and more.

Job Overview:

The position reports to the Supervisor of Tennessee Consolidated Retirement System (TCRS) Payroll and performs critical activities related to processing member requests for refunds, as well as auditing and adjusting member's accounts for accuracy. This position also serves as a key point of contact for members and other staff related to member's account balance inquiries.

Key Responsibilities:

- Process refund requests of members within 5 business days of receipt with at least 85% accuracy.
- Contacts TCRS members by telephone and/or mail regarding beneficiary update suggestions, lost membership, and account refunds related to membership.
- Perform audit requests for accuracy of member account payments.
- Provide exceptional, attentive customer service to all members and employers via walk-ins, phone messages from call center team, and payroll related emails.
- Perform other duties as assigned.

Qualifications:

- Graduation from an accredited four- year college or university.
- Bachelor's degree in math or business related fields is strongly preferred.

The State of Tennessee is an Equal Opportunity Employer.
View other career opportunities at Treasury.